



### OVERVIEW

This procedure is to define the procedures used for an organisation to lodge an appeal. To ensure that the correct procedures are followed to ensure that all appeals are dealt with in a timely manner and feedback has been given to the client.

### PROCEDURE

- If the Organisation feels aggrieved by a decision of Sancert with regards to the certification decision, it may lodge an appeal. All appeals must be lodged in writing, addressed to the EMD of Sancert.
- Request form F-APPEAL-002, needs to be filled in and submitted to Sancert.
- Once received by the EMD, this will be discussed in the certification committee meeting and an investigation into the appeal will be conducted. The organisation will be notified in writing of the outcome of the investigation.
- To ensure impartiality, personnel involved in the issues raised will not be involved in the investigation.
- A Response will be given within 30 days.
- A request to view Sancert procedure WP-CERT-02 on Appeals, Complaints and Disputes can be made.

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